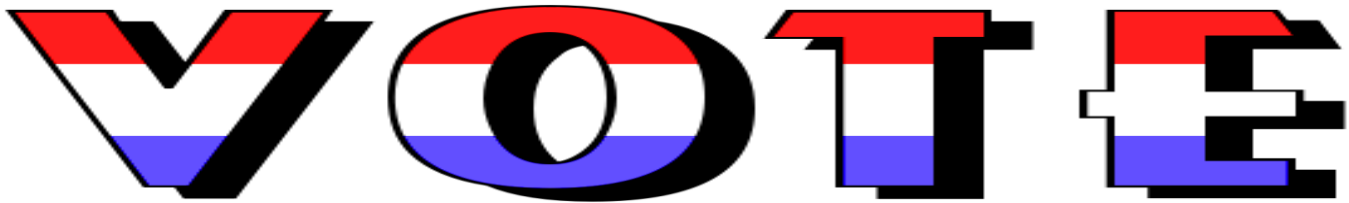


Help America Vote Act (HAVA)
PROTECTION & ADVOCACY SYSTEMS (P&A)
FY2013 NARRATIVE REPORT FORMAT & GUIDELINES

NARRATIVE REPORT for funds received under the Help America Vote Act (HAVA), P.L. 107-252, Title II, Subtitle D, Section 291, Payments for Protection and Advocacy Systems used to provide education, training and assistance to individuals with disabilities that will promote their participation in the electoral process (42 U.S.C. 15461).



Per the requirements set forth in the Program Instruction pertaining to the availability of Fiscal Year 2013 funds under the Help America Vote Act, P.L. 107-252, Title II, Subtitle D, Section 291, Payments for Protection and Advocacy Systems to assure access for individuals with disabilities (42 U.S.C. 15461), **each grantee is required to ANNUALLY submit a narrative report describing the work performed with the funds authorized under 42 U.S.C. 15461 of the Help America Vote Act of 2002.**

The narrative report should be written as a detailed summary of the HAVA activities, number of individuals served, types of training, assistance and education, impact on people with disabilities and funds spent to carry out the activities during the reported fiscal year. The emphasis of the narrative report is to address the States Protection & Advocacy System's progress of the activities outlined in the FY2013 plan (*application*) submitted in response to the Help America Vote Act funding opportunity announcement. The narrative report should also identify the funds used to ensure full participation in the electoral process for individuals with disabilities as authorized under 42 U.S.C. 15461 of the Help America Vote Act.

The narrative report should review the Protection and Advocacy System activities carried out for each area. These areas include full participation in the electoral process; education, training and assistance; advocacy and education around HAVA implementation efforts; training and education of election officials, poll workers and election volunteers regarding the rights of voters with disabilities and best practices; assistance in filing complaints; assistance to State and other governmental entities regarding the physical accessibility of polling places; and obtaining training and technical assistance on voting issues. It is highly recommended that the following questions and statements be considered when summarizing the status of these areas:

- Describe the activities completed in FY2013 to ensure full participation in the electoral process for individuals with disabilities and provide a status update on these activities i.e. activities performed and completed, barriers affecting completion, and number of individuals served.
- What types of outreach and education utilized?
- Describe any activities carried out by the P&A that displayed innovation and can be shared with others as "best practices".

- Describe the total amount of money spent to carry out the activities i.e. name of activity and amount spent on the activity.
- Describe the feedback received from the citizens regarding the improvements and/or changes to ensure full participation in the electoral process. If such information is available.
- Synopsis of funding carried over from previous fiscal years, i.e. - FY2009, FY2010, FY2011 and FY2012 an explanation of spending trend.

• DUE DATE

The annual narrative report which includes activities and expenditures for Fiscal Year 2013 (*October 1, 2012 – September 30, 2013*) is due no later than **December 31, 2013**. Please submit the narrative report electronically to: melvenia.wright@acl.hhs.gov . If unable to submit an electronic copy of the narrative report, please mail a hard copy to:

U.S. Department of Health and Human Services
Administration for Community Living
Administration on Intellectual and Developmental Disabilities
One Massachusetts Avenue, NW
Washington, DC 20001
Attention: Melvenia Wright, Program Specialist

• QUESTIONS ? ? ? ? ?

Should you have any questions regarding the Annual Narrative Report for Fiscal Year 2013 (October 1, 2012 – September 30, 2013), please contact Melvenia Wright via the following:

Electronic Mail (E-mail): melvenia.wright@acl.hhs.gov

Telephone: (202) 357-3486

ANNUAL NARRATIVE REPORT FORMAT

The Fiscal Year 2013 Protection and Advocacy Systems (P&A) annual narrative report **MUST** be submitted with the following information.

PROTECTION AND ADVOCACY VOTING ACCESS ANNUAL REPORT

OMB NUMBER: 0970-0326

DATE SUBMITTED: 12/30/2013 STATE/TERRITORY: Indiana

NAME OF PROTECTION AND ADVOCACY AGENCY: Indiana Protection and Advocacy Services

FISCAL YEAR: **2013** (*October 1, 2012 – September 30, 2013*) FISCAL YEAR 2013 AWARD AMOUNT: \$ 69,999

REPORT SUBMITTED BY: Keith Butler PAVA Coordinator
(Name) (Title)

CONTACT INFORMATION: 317-722-555 kbutler@ipas.in.gov
Telephone Number (E-mail Address)

Area 1

- ❖ To ensure full participation in the electoral process for individuals with disabilities
 - Activities may include, but not limited to registering to vote, casting a vote, and accessing polling places.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 1	Description of activities in Area 1 that displayed innovation which can be shared as "Best Practices" with other State P&A's
<p>Indiana has elections in three out of every four years. There are federal elections on the even years and every other odd year there is a municipal election. So, other than the federal election at the beginning of the fiscal year in November of 2012 there was no election activity.</p> <p>Indiana Protection and Advocacy Services (IPAS) conducted voting materials outreach activities during July and August for the November election in 2012. The purpose of this project is</p>	<p>Since this objective is outreach it is hard to calculate a total number of people served. However There was a total of 968 PAVA related publications distributed under this objective in the 1st quarter. The types and amounts of materials distributed were:</p> <p>PAVA Brochures 312 Voting Guides 235</p>	<p>IPAS conducted voting materials outreach. The purpose of this project is to make contact with various organizations and facilities throughout the State of Indiana that provide services to</p>	<p>IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.</p>	<p>\$9,747</p>	

<p>to make contact with various organizations and facilities throughout the State of Indiana that provide services to individuals with disabilities, and offer voting information, materials and IPAS' services to their consumers. The information provided relates to the voting process insofar as registration; identification; absentee voting; the rights of individuals with disabilities to accommodations and accessible voting at the polling places on Election Day; the HAVA grievance process; and other voting-related topics. Upon identifying and making contact with these organizations, assigned staff introduced and identified what IPAS does; made contact with whomever is responsible for information distribution and approving possible speaking engagements; offered IPAS voting materials and other related information; offered to speak to their consumers about voting related issues and rights; and offered IPAS' services generally to the entities' consumers.</p> <p>There was a total of 968 PAVA related publications distributed under this objective in the 1st quarter. The types and amounts of materials distributed were:</p> <p>PAVA Brochures 312 Voting Guides 235 Voting Bookmarks 421</p>	<p>Voting Bookmarks 421</p> <p>IPAS created media/newspaper initiated advertisement to provide information to individuals with disabilities about voter registration and the HAVA grievance process as provided for under Indiana law. Two advertisements were created, one in English and one in Spanish, which were placed in publications circulated in Indianapolis, Fort Wayne, and Northwest, IN. The first ads were published on September 30, 2012 in the Indianapolis Star, the Fort Wayne Journal Gazette, and the NW Times, all of which were considered traditional publications.</p> <p>In October and November, the advertisements were placed in the following traditional and minority circulation newspapers: Indianapolis Star, Indiana Herald, Indianapolis</p>	<p>individuals with disabilities, and offer voting information, materials and IPAS' services to their consumers. Because of this being a non election year, as described in other answers, much of the outreach described below occurred in preparation for the 2012 election but technically occurred prior to this fiscal year. The information provided relates to the voting process insofar as registration; identification; absentee voting; the rights of individuals with disabilities to accommodations and accessible</p>			
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<p>IPAS created media/newspaper initiated advertisement to provide information to individuals with disabilities about voter registration and the HAVA grievance process as provided for under Indiana law. Two advertisements were created, one in English and one in Spanish, which were placed in publications circulated in Indianapolis, Fort Wayne, and Northwest, IN. The first ads were published on September 30, 2012 in the Indianapolis Star, the Fort Wayne Journal Gazette, and the NW Times, all of which were considered traditional publications.</p> <p>In October and November, the advertisements were placed in the following traditional and minority circulation newspapers: Indianapolis Star, Indiana Herald, Indianapolis Recorder, the Journal Gazette, NW Times, La Voz De Indiana, La Ola Latino Americana, Diversity Focus Today, Frost, El Mexicano, and The 411.</p> <p>The total circulation through traditional publications that these advertisements are believed to have reached was 506,100. The estimated, total circulation reached through running the advertisements in minority publications was 86,500. It is estimated that the total circulation of all papers in which the ads were run was 592,600.</p>	<p>Recorder, the Journal Gazette, NW Times, La Voz De Indiana, La Ola Latino Americana, Diversity Focus Today, Frost, El Mexicano, and The 411.</p> <p>The total circulation through traditional publications that these advertisements are believed to have reached was 506,100. The estimated, total circulation reached through running the advertisements in minority publications was 86,500. It is estimated that the total circulation of all papers in which the ads were run was 592,600.</p> <p>The estimated circulation throughout the state was as follows:</p> <p>Indianapolis: 09/30/12 & 11/04/12, Indianapolis Star, Circulation 270,000 10/06/12 & 11/03/12, Indiana Herald, Circulation 45,000 10/05/12 & 11/02/12, Indianapolis</p>	<p>voting at the polling places on Election Day; the HAVA grievance process; and other voting-related topics. Upon identifying and making contact with these organizations, assigned staff introduced and identified what IPAS does; made contact with whomever is responsible for information distribution and approving possible speaking engagements; offered IPAS voting materials and other related information; offered to speak to their consumers about voting related</p>			
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<p>The estimated circulation throughout the state was as follows:</p> <p>Indianapolis: 09/30/12 & 11/04/12, Indianapolis Star, Circulation 270,000 10/06/12 & 11/03/12, Indiana Herald, Circulation 45,000 10/05/12 & 11/02/12, Indianapolis Recorder, Circulation 11,600</p> <p>Fort Wayne 09/30/12 & 11/04/12, Journal Gazette, Circulation 94,500</p> <p>Northwest Indiana 09/30/12 & 11/04/12, NW Times, 85,000</p> <p>Minority Publications</p> <p>Indianapolis 10/03/12 & 10/31/12, La Voz De Indiana, Circulation 20,000 10/05/12 & 11/02/12, La Ola Latino Americana, Circulation 12,000 10/03/12 & 10/31/12, Diversity Focus Today, Circulation 31,000</p> <p>Fort Wayne 10/03/12 & 10/31/12, Frost, Circulation 8,500 10/05/12 & 11/02/12, El Mexicano, Circulation 10,000</p> <p>Northwest Indiana 10/05/11 & 11/02 /12, The 411, Circulation 5,000</p>	<p>Recorder, Circulation 11,600</p> <p>Fort Wayne 09/30/12 & 11/04/12, Journal Gazette, Circulation 94,500</p> <p>Northwest Indiana 09/30/12 & 11/04/12, NW Times, 85,000</p> <p>Minority Publications</p> <p>Indianapolis 10/03/12 & 10/31/12, La Voz De Indiana, Circulation 20,000 10/05/12 & 11/02/12, La Ola Latino Americana, Circulation 12,000 10/03/12 & 10/31/12, Diversity Focus Today, Circulation 31,000</p> <p>Fort Wayne 10/03/12 & 10/31/12, Frost, Circulation 8,500 10/05/12 & 11/02/12, El Mexicano, Circulation 10,000</p> <p>Northwest Indiana 10/05/11 & 11/02 /12, The 411, Circulation 5,000</p>	<p>issues and rights; and offered IPAS' services generally to the entities' consumers.</p> <p>Additionally , IPAS staff attended agency wide events at which IPAS materials and resources for all of IPAS' programs, including voting access (PAVA), were made available.</p> <p>Additionally , as described in other answers, IPAS did media outreach in several newspapers.</p>			
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Area 2

- ❖ To provide education, training and assistance to individuals with disabilities that will promote their participation in the electoral process.

- Activities may include, but not limited to education regarding voter registration, providing individuals with disabilities regarding their legal rights that pertain to voting, and providing assistance to individuals with disabilities in accessing the polls on Election Day.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 2	Description of activities in Area 2 that displayed innovation which can be shared as "Best Practices" with other State P&A's
IPAS initiated its voting information speaking engagement project which was conducted during the months of September and October for the November election. The purpose of the project was to arrange for speaking opportunities in facilities throughout the State of Indiana that provide services to individuals with disabilities. The presentations were designed to further empower individuals with disabilities to vote by providing them with information about the voting process; their	In total there were 10 PAVA related events. Additionally there was another: 113 general agency events reaching 3,087 individuals during this fiscal year.	IPAS initiated its voting information speaking engagement project which was conducted during the months of September and October for the November election. The purpose of the project was to arrange for speaking opportunities in facilities throughout the State of Indiana that provide services to individuals with disabilities. The presentations were designed to further empower individuals	IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.	\$9,747	

rights; accessibility and accommodations; their access to the HAVA grievance process; IPAS's services that can assist them with voting related issues; and information covering many other voting-related topics. In total there were 10 PAVA related events. Additionally there was another: 113 general agency events reaching 3,087 individuals during this fiscal year.		with disabilities to vote by providing them with information about the voting process; their rights; accessibility and accommodations; their access to the HAVA grievance process; IPAS's services that can assist them with voting related issues; and information covering many other voting-related topics.			
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Area 3

- ❖ Participate in advocacy and education efforts revolving around HAVA implementation efforts in their State or Territory.
 - Activities may include, but not limited to participation on HAVA State Planning Committee, subcommittee or coalition efforts regarding the State Plan, and review, advocacy, and education concerning the enactment of HAVA State Legislation.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 3	Description of activities in Area 3 that displayed innovation which can be shared as "Best Practices" with other State P&A's
In order to carry out this objective, IPAS created a priority to respond to requests for information or training material regarding Help America Vote Act. IPAS distributed the following PAVA related materials: IMPACT Newsletter - Annual	While it is difficult to calculate a precise number of individuals served, IPAS distributed the following PAVA related materials: IMPACT Newsletter -	IPAS distributed information regarding voting rights, the Help America Vote Act, and the PAVA program as	IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.	\$9,747	

<p>Report , quantity 170; IMPACT newsletter - Priorities Publication ALL, quantity 1,656; IPAS Agency Booklet, quantity 125; IPAS Agency Brochure, quantity 2,427; PAVA Brochure, quantity 585; voting guide, quantity 375; voting information bookmark, quantity 571.</p> <p>There were a total of 5,909 PAVA related materials distributed during the 2013 fiscal year.</p>	<p>Annual Report , quantity 170; IMPACT newsletter - Priorities Publication ALL, quantity 1,656; IPAS Agency Booklet, quantity 125; IPAS Agency Brochure, quantity 2,427; PAVA Brochure, quantity 585; voting guide, quantity 375; voting information bookmark, quantity 571.</p> <p>There were a total of 5,909 PAVA related materials distributed during the 2013 fiscal year.</p>	described in the first two columns.			
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Area 4

- ❖ Training and education of election officials, poll workers, and election volunteers regarding the rights of the voters with disabilities and best practices in working with individuals with disabilities.
 - Activities may include, but not limited to providing training and participating in the development of training education programs for election officials and poll workers.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 4	Description of activities in Area 4 that displayed innovation which can be shared as “Best Practices” with other State P&A’s
The Indiana Secretary of State’s (SOS) “Help America Vote Act” (HAVA) Office accepted IPAS’ offer to collaborate in providing training to those who will train county election staff and officials	This is not a goal target towards individuals, rather poll works, making it difficult to calculate an	IPAS conducted poll worker training in preparation for the November 2012 election as described	IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in	\$9,747	

<p>during the Primary Elections. IPAS representatives presented information as to voting and disability related issues at the “Train-the-Trainer” session conducted by the SOS’ HAVA training session for the Indiana Clerk’s Association county election staffs in the months prior to the primary and general elections. The subject matter included laws regarding accessibility of polling places including the ADA and HAVA as well as practical information such as a person with a disability can choose to be accompanied by a trusted friend or family member when voting and general information on how to interact with individuals with disabilities.</p> <p>IPAS’ Education and Training Director and PAVA Coordinator gathered and developed materials to create a presentation and handouts for the meeting. The purpose of the SOS’s HAVA Office’s involvement in these meetings was to provide information and training to the county clerk’s election staff for their training of Election Day poll workers in preparation for each election.</p> <p>IPAS’ participated in and presented, disability-related voting materials to the Indiana County Clerk’s Association training</p>	<p>exact number of people served. However, every county was offered the training and a majority attended a presentation . In preparation for the November 2012 election. Because of the timing of the election, these trainings actually occurred in the prior fiscal year.</p> <p>Additionally , we have done this training for a number of years now and have sent the materials to Clerk’s who do not attend in past years.</p>	<p>in the first column. Because of the timing of the election this training actually occurred in the prior fiscal year.</p>	<p>2013.</p>		
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<p>sessions conducted by the SOS' HAVA Training Coordinator. IPAS staff spoke at the two clerks' training sessions, and distributed information/material packets and compact disks to all offices in attendance. In the course of the trainings, IPAS provided information and materials to representatives from every clerks' office that attended the Clerk's Association training and specifically the Secretary of State's train the trainer session. Additionally, IPAS offered its services as an informational resource on disability rights, issues and questions. IPAS attended these events that both occurred prior to the primary and general elections.</p> <p>These trainings were done in preparation for the 2012 election which occurred during the 2013 fiscal year. However, the trainings themselves were done in 2012. No clerk's meetings to prepare for elections occurred in fiscal year 2013 because there were no elections in the state after the November 2012 election.</p>					
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<u>Area 5</u> ❖ To assist individuals with disabilities in filing complaints under the State-based administrative grievance procedure required by HAA and represent individuals with disabilities in any hearing that may be held regarding the complaint.					
<i>Goal/Activity for FY2013:</i>					
Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 5	Description of activities in Area 5 that displayed innovation which can be shared as “Best Practices” with other State P&A’s
<p>IPAS had two objectives related to this priority. First, IPAS had an objective to respond to requests for information and referral and technical assistance. Second, IPAS had an objective to assist or represent individuals with disabilities in the grievance procedure set forth in the Indiana HAVA plan.</p> <p>IPAS had twelve requests for information and referral as to voting issues. These requests were responded through the provision of voting-related informational materials. IPAS worked on three service requests one carried over from the previous fiscal year and two opened this year. IPAS closed three cases during the fiscal year.</p> <p>An example of a case we worked on is IPAS client “Betty” contacted IPAS after voting in the May</p>	<p>IPAS responded to twelve requests for information and referral and three services requests.</p>	<p>IPAS had two objectives related to this priority. First IPAS had an objective to respond to requests for information and referral and technical assistance. Second, IPAS had an objective to assist or represent individuals with disabilities in the grievance procedure set forth in the Indiana HAVA plan.</p> <p>IPAS was able to provide education and outreach to the individual served through working their individual requests for information and referral and service requests.</p>	<p>IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.</p>	<p>\$4,104</p>	

<p>2012 election. Poll workers/staff did not know how to set up and operate the accessible voting equipment. Betty required accessible voting machines because of a visual impairment. Based on the client's knowledge of and previous experience with the machines used, she was able to set up the machine so that she could vote. But for the client's own knowledge and efforts she would not have been able to vote, and had her ability to vote been based solely on the contributions and knowledge of the poll staff, she would not have been able to vote. Citizens with disabilities have a right to accessible voting machines under the Help America Vote Act (HAVA). HAVA also requires states to provide a grievance process. Indiana has HAVA grievance processes that can be pursued through either the county clerk of the voter's county of residence or through the Indiana Secretary of State's (SOS) Election Division.</p> <p>IPAS initially assisted the client in filing her HAVA complaint through the Marion County Clerk's office. The Clerk reviewed the complaint and dismissed it with minimal investigation on the basis that records of the existence of the machine and its presence at the polling site existed; existing records of poll staff training on the use of the machine; and the fact that the client was able to vote. The Clerk failed to</p>					
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<p>follow the law regarding the complaint, which initially requires the Clerk to review the facts alleged by the complainant as though they were true and assess whether those facts allege a violation of HAVA. If the facts allege a violation of HAVA, the Clerk must investigate the allegation(s); write a report which determines whether a HAVA violation occurred; and submit the report to the Marion County Election Board for review, revision and issuance as the Board sees fit.</p> <p>IPAS sent a letter of objection and correction to the Marion County Clerk, which pointed out all of the failures of the Clerk's office to follow the law in its handling of the complaint. Betty opted to pursue a second complaint through the Indiana Secretary of State's (SOS) office, and IPAS assisted her in the filing of the complaint. Notice was provided to the SOS of the previous decision of the Marion County Clerk's office and its flaws. Based on the filing of this complaint, the Marion County Clerk offered and hosted a meeting with the client and counsel to discuss the problems that the client had experienced insofar as use of the HAVA accessible voting equipment. It is believed that this meeting was held on the basis of the SOS' request for response/information from the Clerk as to the complaint which had been</p>					
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<p>filed with the SOS.</p> <p>At the conclusion of the meeting, the Clerk stated her intention to correct the problems through additional training and provided the client with a direct number to call on Election Day should she encounter any problems. The client reported that she encountered none of the previous problems when she voted in November 2012, and that poll staff had the machine set up and appeared to know how to operate it. Subsequently, the Secretary of State's office did issue its investigatory report and findings, which closely resembled the reasoning and rationale in the Clerk's report, finding that the machine was present; records showed that the poll staff were provided training; and that "the voter was not harmed", as she had been able to vote on the Election Day in question. This decision was issued without regard to the fact that the client's ability to vote stemmed directly from her specific knowledge of the machine, and that virtually every other person with a disability who would have been put into that position would not have been able to vote. Upon discussion of the case and results to date with the client, she decided that no further action should be pursued on the complaint based on the improvement at her precinct and improvements in training promised by the Clerk. Systemic, potentially</p>					
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county-wide, outcomes were achieved in the additional and more directed training that the Marion County Clerk's office promised to conduct with poll staff as to the set up, use and operation of accessible voting equipment.					
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Area 6

- ❖ To provide assistance to States and other governmental entities regarding the physical accessibility of polling places.

- Activities may include, but not limited to surveying polling places, identifying potential modifications to make specific polling places accessible, and developing criteria for identifying accessible polling places.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 6	Description of activities in Area 6 that displayed innovation which can be shared as "Best Practices" with other State P&A's
General information as to the physical accessibility of polling places under the ADA was provided in the materials and presentations made to the local County election officials in preparation for the November 2012 elections to the Indiana Clerk's Association meetings described under Area 4 above.	As this is a goal directed toward government entities rather than end users, it is difficult to calculate a precise number of individual impacted. It is hopeful that IPAS work in this goal will indirectly impact many individuals by providing information to government entities so they can	General information as to the physical accessibility of polling places under the ADA was provided in the materials and presentations made to the local County election officials in preparation for the November 2012 elections to the Indiana Clerk's Association meetings	IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.	\$4,104	

	make systemic changes if necessary.	described under Area 4 above.			
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Area 7

- ❖ To obtain training and technical assistance on voting issues, including education regarding accessible voting equipment and systems. Once educated, the information may be used to inform others of the availability of accessible voting equipment and its use.

Goal/Activity for FY2013:

Description of activities performed and completed	Number of individuals served	Description of types of outreach and education	Description of Activities NOT completed and the barriers and/or reasons	Total amount of HAVA funding expended on activities in Area 7	Description of activities in Area 7 that displayed innovation which can be shared as “Best Practices” with other State P&A’s
No PAVA related staff trainings took place during this fiscal year as there were no elections in the state of Indiana. However, IPAS has training materials available to all staff through a shared drive.	It is difficult to calculate the number of individuals served by this goal as the goal is directed towards internal training. However, IPAS strives to keep our staff trained on PAVA related issues to help them better perform education, outreach, and work on service requests as described in the other goals.	No PAVA related staff trainings took place during this fiscal year as there were no elections in the state of Indiana. However, IPAS has training materials available to all staff through a shared drive.	IPAS did not do extensive PAVA related activities this year as there are no elections in Indiana in 2013.	\$4,104	

Citizen feedback regarding the improvements and/or changes to ensure full participation in the electoral process.

As part of IPAS’s methodology to assess how well we are serving clients we do conduct satisfaction surveys. In regards to our information and referral and technical assistance, IPAS surveyed 123 individual regarding our information and referral services. Unfortunately, none of the individuals surveyed had PAVA related

questions. Agency wide IPAS surveyed 123 I&R recipients, 98.4% found the information we provided useful and 95.1% said they would contact IPAS with another disability rights related question. Two of IPAS's PAVA service request clients were also contacted both said that IPAS did what we agreed to do and that they would call IPAS again with another disability related question. Agency wide IPAS surveyed 44 individuals 91% found that IPAS did what we agreed to do and 95% would call IPAS again with another disability related question.

Funding carried over from previous fiscal years –

FY 2009- \$

FY 2010 - \$

FY 2011 - \$62,927

FY 2012 - \$69,867

Explanation of spending trend (use of funds and/or lack of funds used *particularly any FY2008 funds sent back to treasury as of September 30, 2013*)

This year spending was predictably down for PAVA because Indiana does not have any election in 2013. The total expenses were \$51,300. These expenses were primarily PAVA's share of indirect costs used to fund the necessary infrastructure of the program.